



Wrekin Voices Report Quarter 1

Customer Voice and Value Team
July 2024



OVERVIEW

Background

The revised Consumer Standards (introduced 1 April 2024) set out a clear expectation that customers should have a range of ways to get involved, with their voices shaping service design and delivery. The Consumer Standards are broken down into 4 areas as follows:

- ▶ **Safety and Quality Home standard**
- ▶ **Transparency, Influence and Accountability standard**
- ▶ **Neighbourhood and Communities standard**
- ▶ **Tenancy standard**

The Transparency, Influence and Accountability standard sets out that landlords must be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account. This report aims to provide assurance that Wrekin is meeting these requirements by detailing how our customers have been able to directly influence and shape Wrekin services. This report is a key part of the assurance to Committee that this standard is being met, and exceeded. Some of the involvement methods include:

- Policy reviews
- Engagement at Community events
- Staff Customer Group
- Service reviews (scrutiny)
- ShireLiving Forum
- Completing surveys
- Engagement at Youth groups
- Trailing new technology
- Focus groups

Wrekin Voices

Wrekin Voices is our group of customers who are interested in getting involved, whether it's surveys or something more, they can get involved in a variety of ways that suits them. The group has grown to over 600 members.

They receive a fortnightly newsletter along with other customers who are interested in hearing what's going with engagement, this currently goes to over 1,200 people.

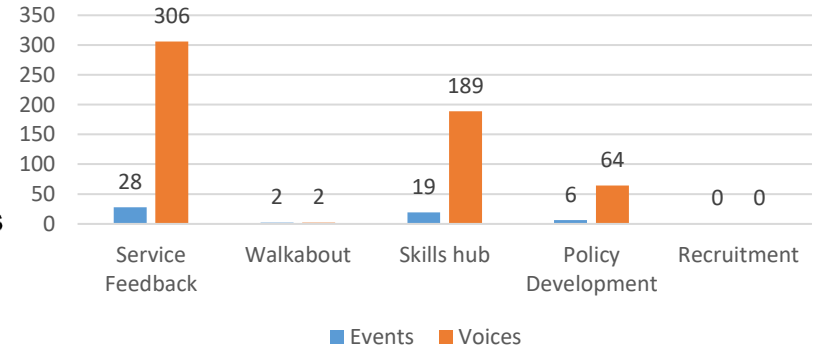
SUMMARY PAGE - INVOLVEMENT IN QUARTER 1

▶ **55** opportunities to get involved, with **561** voices including:

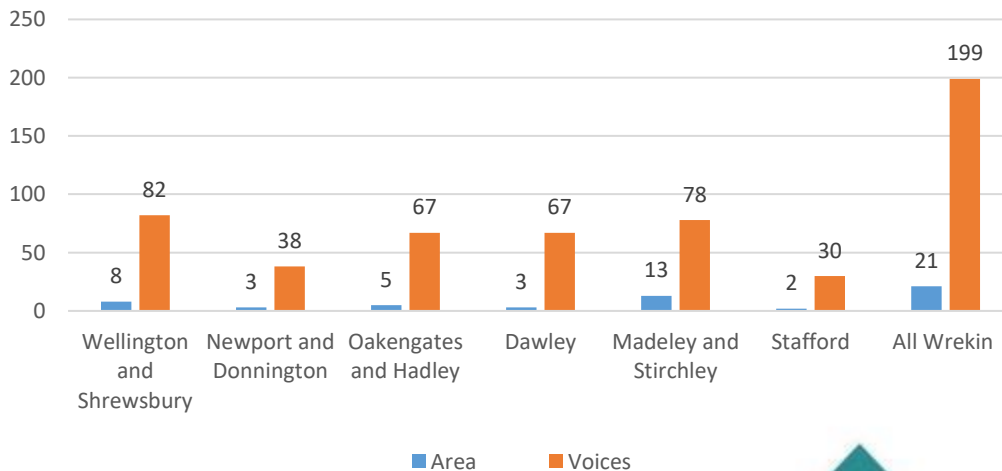
- Engagement in Policies and Equality Impact Assessments
- Different consultations to shape our services
- Formal meetings and informal drop-ins
- Events in the local community
- 2,700 customers replied to a survey to update information, including preferred method of contact, for example (numbers not included above)

▶ And over **189** people attended Skills Hub activities

Quarter 1 - 2024/25



Area



Key Tenant Satisfaction Measures

Satisfaction that the landlord listens to tenant views and acts upon them

78%

Agreement that the landlord treats tenants fairly and with respect

89%

Satisfaction that the landlord keeps you informed about things that matter to you

82%

CUSTOMER FEEDBACK - PENDANT TRIAL

Background

Wrekin provides the WATCH service to existing customers and private residents. If help is needed, it is available at the touch of a button, 24 hours a day, 365 days a year. It works by pressing a single button on the unit, or via a portable button worn as a pendant.

New and improved devices are coming on the market all the time. The Chiptech Go is a wearable device with 3G cellular and GPS technology built in, allowing the user to speak via the pendant device directly to the call operator from anywhere.



Scope

To test the Chiptech Go device, checking the ease of use, signal, battery life and clarity of the call. Within this trial we will not be testing the GPS location or the fall activation, as these have not been configured.

Method

Four involved residents volunteered to trial the Chiptech Go device over the course of a month recording their findings and experiences. 36 test activations from varied locations, ranging from the resident's home/garden, local shops/hospitals and on walks. It was also tested both within the county and outside.

Findings

Ease of use – Visually pleasing and nice to wear, it wasn't too heavy or got in the way. However, the clasp on the chain was hard to use and chain length needed to be variable.

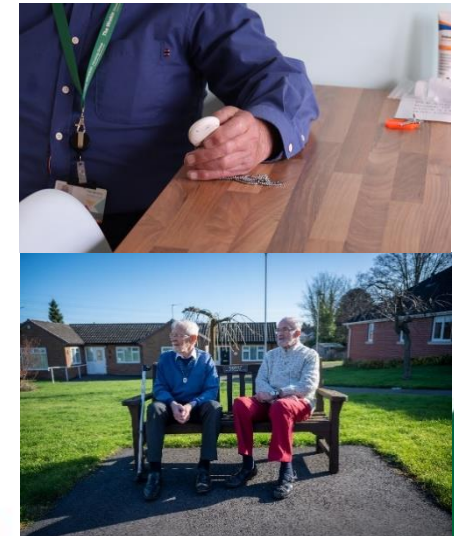
Signal – Of the 36 test calls, 75% successfully went through to the call operator. 25% did not. Out of the 9 failed attempts 8 were down to signal issues, 1 failed to connect.

Clarity of call – 100% of the connected calls had excellent clarity. The professionalism of the call operator was also noted as being very good.

Battery life – Excellent.

Recommendations

Trial this pendant at each home location before handing the device over to the customer, to make sure it successfully receives a signal.



CUSTOMER FEEDBACK – YOUTH ENGAGEMENT

Background

Understanding young customers and youngsters in our communities was identified as an area through the review of the Tenant Engagement Framework in 2022. This work took this further forward. It also links to neighbourhoods and gives a sense of what future customers think of Wrekin and their priorities, for example.

Scope

To speak with local youths aged 11-16 within Wrekin communities. (This is open to anyone, not just Wrekin customer's children) about their neighbourhood - what makes them feel safe/unsafe. This will form part of our work on creating Locality Plans – commitments in each of our 6 areas.

Method

This project started in March and will be on going throughout the year. Members of the Customer Voice team have been attending local youth groups and youth events such as Donnington Youth Group (Police run), Youth Expo (Safer Stronger Partnerships) and Youth groups within the Parklane centre, Dawley and Shrewsbury. Over 80 youths have so far engaged.

We used large boards (shown here) of typical neighbourhoods to stick issues and suggestions on.

Findings

As this project progresses and comes to a conclusion, we will report back the findings. This links to the Neighbourhood and Communities Standard and the Committee's assurance on this.



POLICY DEVELOPMENT

Shaping policies is one way for our customers to feedback and directly influence Wrekin’s services to them. This links in to **Transparency, Influence and Accountability standard**. We also involve our customers within Equality Impact Assessments (EIA’s) to considers the needs of different groups of people and no group of people are unfavourably affected.

The Tenant Satisfaction Measures **‘Satisfaction that the landlord listens to tenant views and acts upon them’** and **‘Agreement that the landlord treats tenants fairly and with respect’** will reflect how Wrekin is performing.

Policy area	Details	Outcomes
Home Ownership Policy	<p>18 customers completed a survey.</p> <p>83% fed back to say the policy made sense, however 44% felt some parts needed to be made clearer.</p>	<p>The areas of confusion were around ‘right to buy’ and ‘shared ownership’ and generally making the policy simpler to read. The policy is being revised to simplify whilst better explanations added, giving a clearer policy. This review gives assurance relating to the Tenancy standard.</p>
CCTV Policy	<p>28 customers feedback, with 100% say it made sense and it was inclusive to all.</p> <p>3 comments were provided where the policy could be made clearer.</p>	<p>Clarification was requested about where CCTV can be put and how this would be made clear. Questions were asked about what the CCTV register is and were explained. The feedback will shape our policy, the impact of this will be seen in our Tenant Satisfaction Measures relating to ASB and neighbourhoods.</p> <p>This review gives assurance relating to the Neighbourhood and Communities standard.</p>

Policy area	Details	Outcomes
<p>Equality Impact Assessments – Social media policy.</p>	<p>An involved resident joined 5 employees from across the business to conduct the EIA.</p> <p>All 9 EDI protected characteristics were considered to see if the policy positively or negatively affect customers.</p>	<p>The assessment provided check and challenge on the impact of this policy for our customers and staff. Specific actions were:</p> <ul style="list-style-type: none"> Reviewing the process for staff consent for their photos to be used. Clarifying wording in the policy relating to staff. <p>This is part of our work to ensure customers are treated with fairness and respect and our value that ‘Everyone Matters’.</p> <p>This review gives assurance relating to the Transparency, Influence and Accountability standard, particularly understanding and meeting tenants diverse needs/circumstances.</p>
<p>Whistle Blowing policy</p>	<p>17 customers completed a survey to outline their views on this policy.</p> <p>100% fed back to say the policy made sense.</p> <p>1 person said the policy was not inclusive relating to whether customers could express dissatisfaction with complete privacy.</p> <p>A number of comments and suggestions were made and passed to the relevant team.</p>	<p>The review of this Policy ensured it was accessible to customers and clear in approach. The impact is likely to be seen in our TSM performance on being listened to and being treated with fairness and respect.</p> <p>This review gives assurance relating to the Transparency, Influence and Accountability standard.</p>

SERVICE DEVELOPMENT

We aim to offer a wide range of meaningful opportunities for our customers to shape and improve our strategies and services. This links in to the **Transparency, Influence and Accountability standard**.

The Tenant Satisfaction Measures ‘**Satisfaction that the landlord listens to tenant views and acts upon them**’, ‘**Agreement that the landlord treats tenants fairly and with respect**’ and ‘**being kept informed about the things that matter to you**’ will reflect how Wrekin is performing.

Engagement activities	Details	Outcomes
Scrutiny planning consultation	<p>Invitation sent out to the Wrekin Voices to establish who would like to get involved with scrutiny.</p> <p>Asking who, what and when? 29 people responded.</p>	<p>19 said they were interested in getting involved and a further 10 wanted more information. A range of future suggestions for scrutiny was also put forward. 16 people preferred it in person but 13 would like an online option.</p> <p>This aided in the planning for the Website scrutiny that is currently underway and is a great example the Transparency, Influence and Accountability standard.</p>
Wrekin WOW awards judging (employees award ceremony to recognise excellence within Wrekin)	<p>We advertised to Wrekin voices and in the newsletter for customers to be award judges.</p> <p>3 customers came forward and were judges across all categories.</p>	<p>The awards were central to continuing to promote to staff our focus on customers and the services we deliver. The customers judged awards, selected winners and saw the event first hand too. As with other pieces of work, this builds towards the TSM performance too. Another example the Transparency, Influence and Accountability standard.</p>

Engagement activities	Details	Outcomes
Local Drop-in events	Every month the team host an event at Wrekin local hubs (Wellington and Stirchley) also at the ParkLane centre in Woodside. These locations reflect where we have concentrations of homes This is widely promoted.	At these drop-in events and we link in with other teams such as the housing teams, Reviive and Skills Hub activities, such as a digital drop in for example. Whilst attendance can vary, they give customers another way to access services and give their views. This links to the Neighbourhood and Communities standard . The impact of this work will be seen in these TSMs
AFC Telford United Foundation and Telford & Wrekin Council's "35+ Community Five-A-Side Football Tournament.	The aim of this event was to promote health and wellbeing in over 35's and Wrekin entered a team. The event was for the whole community and saw over 200 people attend.	The event saw some engagement as members of the Customer Voice team manned a stand, but the main outcome was working with partners and being visible in the community whilst promoting health and wellbeing in over 35s. A great example of the Neighbourhood and Communities standard .
ShireLiving Forum	20 customers attended from across the schemes. Focus on the changes within ShireLiving. Discussions around Property Safety and Compliance in Extra Care Housing and what the future holds for Repairs and Compliance.	The meeting talked through changes to staffing within the schemes and gave chance for questions and answers. The meeting also discussed repairs and safety. The impact of this work is expected to be seen through our TSMs on repairs and safety and being listened to. his links to all the standards - Safety and Quality Home standard , Neighbourhood and Communities standard , the Tenancy standard and Transparency, Influence and Accountability standard .

Engagement activities	Details	Outcomes
Interfaith drop-in event with Wolverhampton university	Bi-monthly we hold an event at the Interfaith centre in the heart of Wellington, this location welcomes everyone from the community. This particular event was partnered with Wolverhampton university to showcase courses available to our customers. 8 customers came to this event.	The impact of this work links into the TSM's on neighbourhoods and our wider role in working in partnership with other organisations. This work is part of the Committee's assurance on the following standards Neighbourhood and Communities standard and also the Tenancy standard and Transparency, Influence and Accountability standard .
Customer Information Survey	Survey sent to all customer to find out essential insight to help us deliver more effective services. The survey was sent via CX with a reminder and the incentive of a free prize draw for those who completed the survey. We had over 2,700 responses back.	This gave us greater insight to understand the support customers needed relating to health conditions, for example. Knowing and understanding customers through strong data is a clear regulatory requirement through both the Transparency, Influence and Accountability Standard and the Housing Ombudsman Service Spotlight Report on Knowledge and Information Management. This data will be held on our housing management system and strategically used for service reviews. For example, the preferred method of communication, both now and in the future, will shape our digital offer. This work has strengthened our compliance and will be reported back to Committee in October through a report on 'Access to Services'. This links to the Transparency, Influence and Accountability standard .

Engagement activities	Details	Outcomes
Cinderloo engagement event and Police mobile surgery	Event held at on the Cinderloo estate partnered with the Police. There has been some issues with ASB and gardens. This was promoted in advance to the estate. 14 customers attended.	Lots of discussions on the day focused on the ASB issues and the gardens. The Housing officer was about to inform and update. The impact will be seen through TSM performance. This links to all the standards - Safety and Quality Home standard , Neighbourhood and Communities standard , the Tenancy standard and Transparency, Influence and Accountability standard .
Locality engagement events – Dawley day and Armed Forces day	Throughout the summer months the Customer Voice and Value team will be out in the local community to engage of the proposed locality plans. The locality plans are discussed more in agenda item 6. From these two events we spoke to 89 people.	The locality model aims to create greater accountability and clearer communication. The outcome of the locality plan work will be seen through our TSM's on neighbourhoods and customer engagement. This links to all the standards - Safety and Quality Home standard , Neighbourhood and Communities standard , the Tenancy standard and Transparency, Influence and Accountability standard .
Customer Experience of Adaptations	A to 'deep dive' into the customer experience of adaptations works, such as hand rails, wet rooms and ramps. The work aimed to understand the customer experience of having an adaptation and how customers felt at key points through their journey. 32 customer journey mapping conversations, 8 home visits and 6 complaints were looked at, as well as comments made in the TSMs.	This work has identified three key recommendations to further improve the service to customers having an adaptation in their home. These focus on improving communications both externally and internally by enhancing process and systems, and implementing transactional surveys to better monitor experience and pick up any dissatisfaction earlier. <ul style="list-style-type: none"> 1. Create a routine survey following adaptation works 2. Ensure clear timely information and updates for customers 3. Consider staffing resources available This work forms part of the - Safety and Quality Home standard .

COMMENTS FROM TENANT SATISFACTION MEASURES

Within our TSM responses we 'Tag' and follow up any issues that are highlighted. This is a randomly chosen selection of comments and the outcome.

Satisfied

Just to say it was a fantastic association, prompt response, quick on repairs they were fantastic and great communication whether phone call, email or text. It was brilliant. Ms P.

No issues all services have maintained a good standard of service and professionalism of personnel handling whatever may arise. Mrs A.

Neither

Thanks for providing a dependable service. At the black of our flat or block, there's no light there and it becomes dark and difficult to use it in evenings. I will be grateful for this to be looked into. Thanks. Mrs C.

I am a pensioner and in health and having problems finding a gardener to do my lawn and it is getting out of hand if you could help I would be happy thanks. Mr S.

Outcome

Escalated to Housing Executive to investigate.

Escalated to Housing Executive and offer customer assistance if we can / signpost.

Dissatisfied

We reported a slit in our wet room flooring about two months ago. A worker came out to take a look we did not hear any thing till two weeks ago. one of the repair managers phoned us about it and said he was getting in touch with flooring contractors and they would phone us ,we still have not heard anything. Mr H.

We have a double glazed unit in the bedroom that needs replacing, were told it would be done when we moved in 12months ago, it hasn't been, brought it up again at the 12month review about 3 weeks ago and was told it will be sorted but still not had any contact. Mr L.

Outcome

Customer had contacted the call centre following the survey and request an update, contractor has attended to measure for a new shower tray and new job raised to complete work.

Work completed and learning as to why looked at too.

COMPLIMENTS

At Wrekin we receive many compliments about all areas of the organisation. Here is a selection.

"Many thanks to Dan Bebbington. With kindness and patience he rescued me from O2. They had been mismanaging my accounts for years. I paid by direct debit, did not miss any payments but that did not deter them. They have now closed said accounts and sent two cheques to cover over payments." Ms J.

"I would just like to thank you for the speedy and excellent way in which my garage door was repaired on Tuesday. I did not expect for this to happen within about an hour of my reporting the door which I was unable to open to store my car." Mrs S.

"Just to say thanks to the two chap's who attended the stolen drain cover by my garage. They were both very courteous and professional as they went about their work. Well done!!" Mr W.

"I wish to compliment a Wrekin plumber who did a repair in Ludlow today. He was very professional with excellent public service etiquette. Please let him know that Wrekin values this standard of service to the public. Much appreciated." Mr E.

"I would be grateful if you could pass on my thanks to the team at Wrekin Housing Group as social housing worked well for me. I was homeless in 2008 when I got my tenancy and with support from your staff in the early days, I have overcome my mental health issues, got a stable job from which I am now retiring and have bought a boat on which to live out my retirement. This couldn't have happened without you." Mr J (former tenant)

"I would like to sincerely thank the gentleman and his colleague, who he had called to help with a problem, for the marvellous repairs that were undertaken at my home. He and his colleague were polite, courteous and professional attending to small extra jobs, not requested, that would not have warranted separate callouts. The gentleman went out of his way to help. Such a nice man. Please thank him and his colleague from me. Many thanks" Mrs R.

"Good afternoon. I have recently had the pleasure of dealing with Emma Brown on behalf of my 85 year old Mum. I have found Emma extremely helpful and reassuring and we have been able to place Mum on the waiting list for The Coppice." Mrs T

WALKABOUTS – AREA VISITS

The **Neighbourhood and Communities standard** states that landlords must work co-operatively with their customers and partner agencies to ensure safety in communal areas, helping and supporting with ASB and hate incidences. Throughout the year we arrange ‘one off’ visits to areas to discuss and improve areas where satisfaction may be lower.

The Tenant Satisfaction Measures ‘**Satisfaction that the landlord makes a positive contribution to the neighbourhood**’ will reflect how Wrekin is performing.

Walkabout	Details	Outcomes
Doseley	This was driven by reports of ASB issues. It was delivered with Wrekin staff and Police representatives. 2 customers engaged.	Issues identified were around litter and bins, also street lights. ASB in relation to driving and drugs. Policing team have picked up these issues and will look at spot checks to the area. The Area team will explore lighting, gate for pathway and securing the bin stores. A good example of Wrekin and partner agencies working together as part of the Neighbourhood and Communities standard .
St Georges	Litter pick and walkabout identified by housing team, some issues with ASB in the area of Freeston Avenue. Unfortunately, no customer engaged on this wet and windy morning.	Wrekin were visible in the community and provided a further opportunity to engage. The Neighbourhood and Communities standard states providers must give appropriate support and assistance to .



Please note: During quarter 1 the Housing Teams had a restructure to move to the new locality patches. This resulted in a slow down in walkabouts whilst employees moved patches and so customers met their new housing contacts.

SKILLS HUB

Through the Wrekin Skills Hub we are developing a suite of learning and development opportunities for customers. These may be face to face opportunities, online sessions or signposting to local training partners programmes. This links in to the **Tenancy standard**, which details how landlords must provide services that support tenants to maintain their tenancy.

The Tenant Satisfaction Measures relating to overall satisfaction will be the areas this work is most likely to be visible.

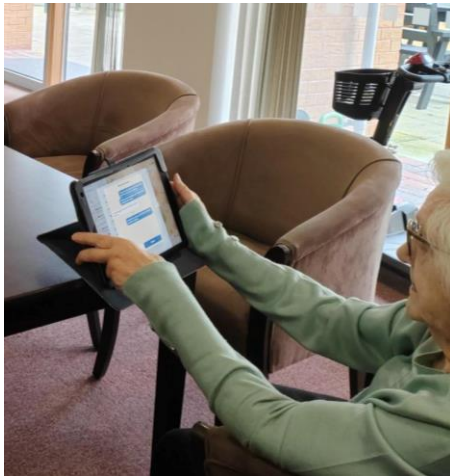
Skills Hub	Details	Outcomes
Telford and Wrekin jobs fair	Wrekin attended this partnership event with other organisations to share vacancies we have and the support available. 23 people attended.	As well as information about jobs an issue was raised about the App and also two queries about lettings. Links to the Tenancy Standard and Neighbourhood and Communities standard . This work is also part of our wider Resilience offer as reported in the agenda.
Digital Drop In Sessions held at 3 different locations. Customers invited to attend drop in session focussed on digital inclusion and increase in skills/confidence.	9 further sessions to building upon previous sessions at ShrieLiving locations, with a total of 37 customer attending. Sessions delivered by Tech with No Limits as a partnership approach. This was promoted on scheme but also within the Wrekin Voices newsletter.	Research (Inside Housing) suggests that a third of the 11million people in the UK who are digitally excluded live in social housing. This work is to support customers with digital inclusion and is part of tenancy sustainment which links to the Tenancy Standard . It also aligns with our Resilience work.
HSBC and Barclay's Fraud Awareness Sessions. Awareness sessions on how to stay safe online. We offered events at: - Haybridge hall - Oliver Court - Beechwood - Turnpike Court - Apley Court - Lindale Court - Walton Court -- Churchway	9 events held within ShrieLiving and Retirement Living locations with a total of 128 customer attending. Sessions delivered by HSBC and Barclay's. This was promoted on scheme but also within the Wrekin Voices newsletter.	Customers provided positive feedback and found the session helpful reassuring. This work links to the following standards Neighbourhood and Communities standard and Tenancy standard .

Skills Hub Case Studies

Mrs A was referred by her Housing Officer, she was experiencing financial hardship and was unable to access benefits or other help and support without a phone/internet access.

A mobile phone and data were provided the same day. Mrs A was able to take and receive calls from support services, including the Money Matters Team. She was supported to claim and manage the correct benefits and was able to access emergency welfare assistance (£30 gas and £30 electricity vouchers and food parcel).

Increasing Mrs A's independence, confidence and reduced her social isolation.



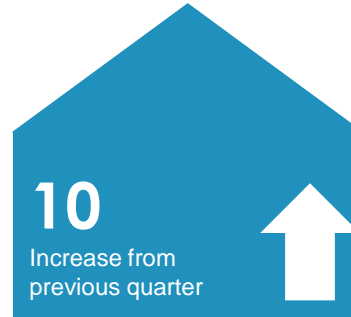
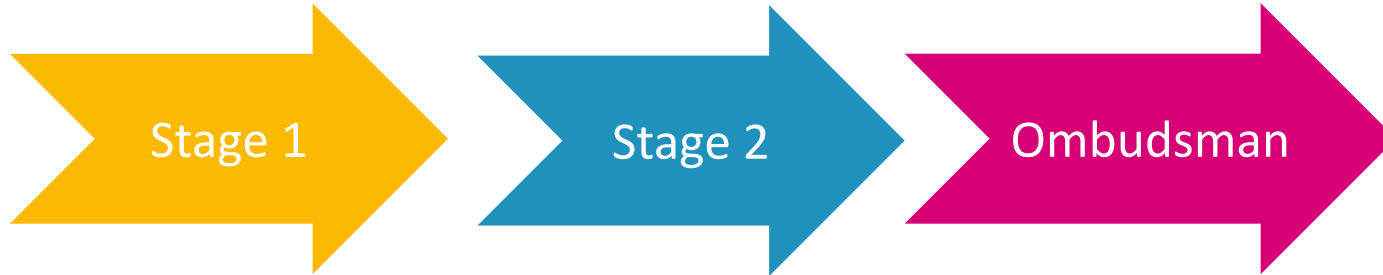
Mirella is 94 years old and originally from Italy, where most of her family still live.

Mirella accessed a tablet through the Social Value Device Scheme as she wanted to learn how to use the internet to have more regular contact with her family.

After attending the Tech with No Limits drop in sessions at Parkwood, she now has multiple family group chats on the go. She sends messages, voice notes and pictures to her relatives and video calls her daughter in Italy every week.

Mirella said: "It is much easier for me to stay in touch with my family, especially now we can send pictures to each other."

COMPLAINTS PERFORMANCE – Q1



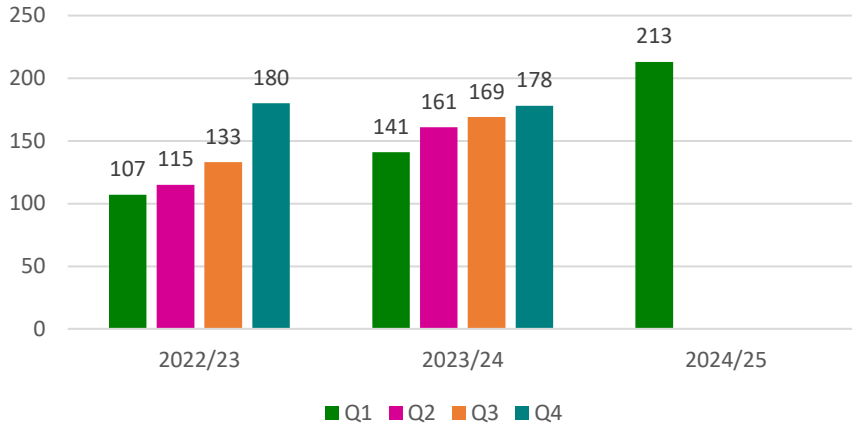
*Please note we have had a request for information from the Ombudsman on 01/07/24.

50% about Repairs (107)
14% about Housing (30)
6% about Customer Contact Centre (13)
5% about Gas (11)

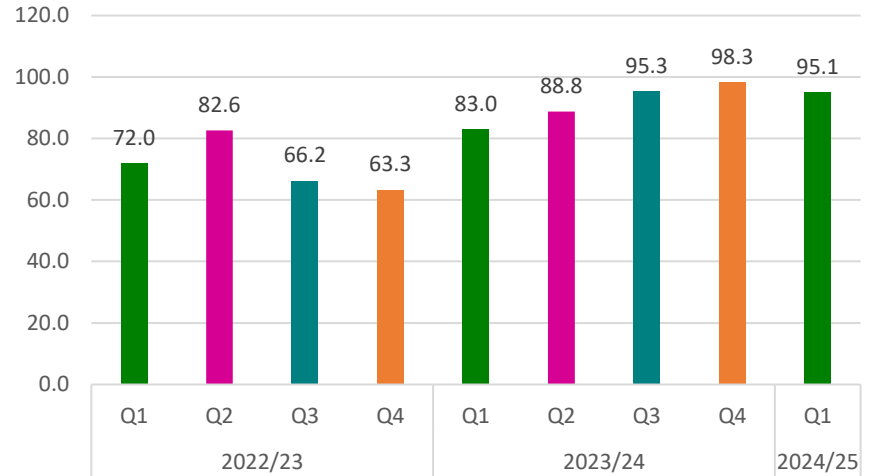
The complaints for repairs and housing equate to 0.058% of the total repairs/housing enquiries dealt with in the period.

PERFORMANCE – Q1

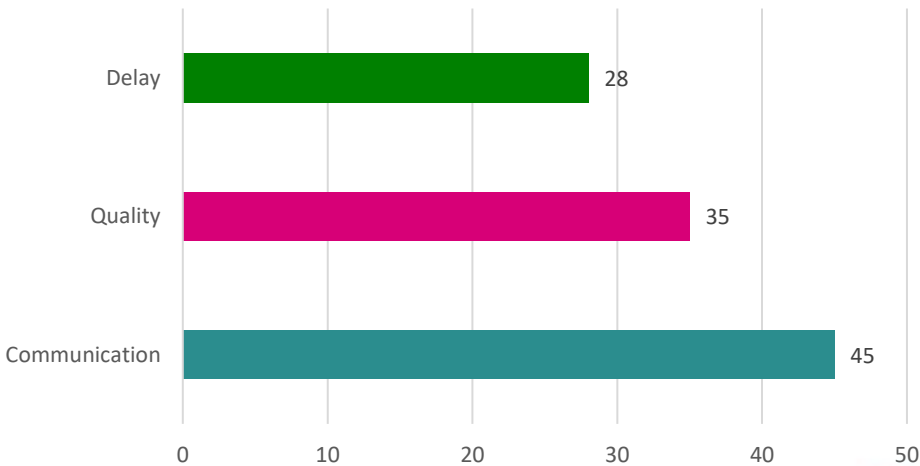
Amount of complaints



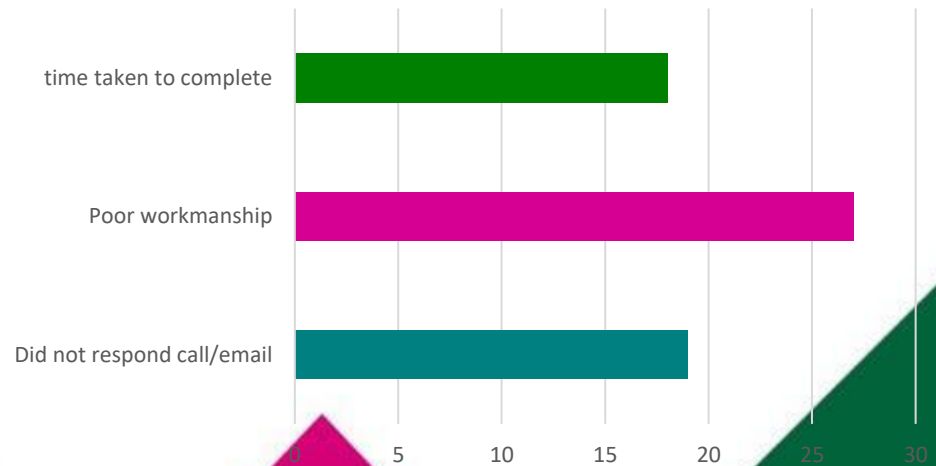
Responded



Reason



Sub-reason



COMPLAINTS CASE STUDIES- STAGE 1

<p>Miss A has been a tenant for 1 year</p>	<p>Nature of complaint - Housing, communication, lack of response</p> <p>Dissatisfied with a lack of response from housing team regarding several concerns raised around fly tipping, ASB, rent queries. Has had to chase for responses.</p>	<p>Learning from complaint</p> <p>Some staff don't always record all incoming interactions - reminder required to all staff of the repercussions of not fully recording interactions or responding appropriately. Customer care training to be rolled out across all services.</p>
<p>Mrs A has been a tenant for 20 years</p>	<p>Nature of complaint - Repairs, Quality, poor workmanship</p> <p>Trade broke a mirror and put it outside of the bathroom, also damaged wall tiles and cabinet and left items on floor. Tenants has health issues and feels disrespected</p>	<p>Learning from complaint</p> <p>Trade drilled through to the other side of wall, causing damage and not cleaning up after himself. Also broke a mirror through the vibrations, and it falling off the wall. Investigation meeting held with trade and appropriate action taken. Trades have returned to rectify the damage and clean up any mess left.</p> <p>Compensation</p> <p>£50, plus further payment when a replacement mirror can be found.</p>

COMPLAINTS CASE STUDIES- STAGE 2

Miss A has been a tenant for 10 years

Nature of complaint - Repairs, communication

Rear door required a replacement following several repairs. Contractor to replace door and frame. Contractors failed to respond on several occasions. Contractors completed replacement to a poor standard and had to return. Wrekin completed works.

Learning from complaint

The root cause of the complaint was a repair being passed to a contractor and not informing our tenant, then leaving the tenant to deal directly with the contractor. Their work and communication was poor, leading to the replacement/repair being brought back in house.

- Acknowledging where a customer has a disability/anxiety Wrekin may require a different approach.
- Appointing the contractor and communicating this with the tenant and ensuring Wrekin are still accountable and responsible not leaving it to the tenant.
- Wrekin to ensure contractors understand Wrekin's expectations.

£250 compensation awarded for inconvenience and distress caused.

Key Tenant Satisfaction Measure quarter 1

Satisfaction with the landlord's approach to handling complaints

47%

LEARNING FROM COMPLAINTS

Complaints Learning

After each complaint case, staff log the lessons learnt and act upon anything they feel would reduce the chance of the same issue recurring. These are logged centrally so we can see themes. The list below highlights some of the actions taken.

